



JULY 2010 – JUNE 2011

**David Strom**

*Relay Nevada Program Manager and CapTel Specialist*  
10 Universal City Plaza  
Universal City, CA 91608  
(951) 208-7030 Voice  
david.strom@sprint.com

# Sprint Relay

Dear Aging and Disability Services Division and Communications Access Council:

Sprint is pleased to have once again provided top-quality services to Nevada customers during the fiscal year of July 2010-June 2011. Highlights include serving relay consumers and promoting Relay Nevada products and services by:

- Exhibiting and presenting about TRS and CapTel services across the state
- Airing a CapTel public service announcement, totaling 770 media spots
- Producing a "Don't Hang Up" video spot
- Recruiting two Relay Nevada subcontractors for the fiscal year of 2012
- Being interviewed by KPVM-TV about Relay Nevada services, particularly CapTel

Sprint remains committed to TRS and CapTel customer service. Sprint is grateful for recognition by the Paisley Group for providing the best in TRS customer service and TRS typing speed. The Federal Communications Commission mandates that Relay Operators (RO) type at least 60 words per minute (wpm); Sprint ROs averaged 82 wpm. In addition, the CapTel customer service department expanded its hours to better accommodate customers' schedules.

Statistics once again demonstrate a significant 27% decrease in TRS minutes and a respectable 15.5% increase in CapTel minutes for this fiscal year. Going wireless has become more mainstream, and consumers continue to migrate to using relay services, including video communications, on their wireless devices.

Sprint thanks the Aging and Disability Services Division and Communications Access Council staff, relay subcontractor, relay users, the community, and Sprint Relay team members for the opportunity to provide quality relay services and outreach education.

Sincerely,

David Strom  
*Relay Nevada Program Manager and CapTel Specialist*



# Relay Enhancements

## CapTel Software Update

In August 2010, CapTel provided a software update for CapTel 800 and 800i telephone customers. The notice appeared on the unit's display screen, and customers could automatically update their phones. Instructions were also displayed on the screen throughout the process.

## CapTel Customer Service Hours

In June 2011, Sprint extended its CapTel customer service hours of operation to seven days a week. Hours of operation are Monday-Friday, 7 a.m. to 7 p.m. Central, and Saturday and Sunday 8 a.m. to 5 p.m. Central. Customer service is closed on Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas, and New Year's Day.

## ***Sprint Relay earns top honors for Best Overall Customer Care and Speed of Service from Paisley Group***

Overland Park, Kan., April 19, 2011—Sprint announced that it has earned top honors in Customer Care and Speed in the 2011 Paisley Group National Relay TTY Performance Index™. Sprint Telecommunications Relay Services (TRS) enable text-telephone (TTY) callers and hearing callers to communicate with one another via trained relay operators. Paisley's National Relay TTY Performance Index included several domestic TRS providers.

In the Overall Customer Care category, Sprint was the only provider to earn a perfect score. The category captures the number of critical errors that relay providers make when relaying messages (such as errors that change the meaning of the message).

In the Speed category, Sprint's relay operators earned best in class honors, exceeding the Federal Communications Commission mandated typing speed (82 words per minute versus the mandated 60 words per minute).

Sprint ranked as the best in overall WPM and Passed Calls. Sprint's blazing-fast third-generation TRS platform also contributed to the win.

"Speed makes a difference in the relay industry—when callers receive faster service, government entities responsible for funding relay services are charged less time per call," said Jeff Rudolph, President and CEO of The Paisley Group Ltd. "Sprint's average conversation length of three minutes exceeds the three minutes and twenty-one seconds industry mean (2011) and stands in testament to an organization dedicated to optimal efficiency."

Sprint Relay Director Mike Ellis said, "The Paisley Group's report underscores Sprint's commitment to its customers. It has been our goal to deliver the best quality in relay services over the past 20 years, and we've consistently achieved it."

### **About Paisley Group, Ltd.**

The Paisley Group is the leading third-party quality assurance organization and independent research firm. The Paisley Groups' professional analysis provides root cause data necessary for performance benchmarking and continuous contact center improvements. Learn more about The Paisley Group at [www.thepaisleygroup.com](http://www.thepaisleygroup.com).

# Relay Nevada Statistics

## Telecommunications Relay Service

The following charts indicate trends in the annual total number of session minutes and calls, relayed call volume, call origination, average speed of answer and service level, and contacts with customers. The numbers reflect the traditional relay services (such as TTY, Voice, Spanish TTY and Voice, VCO, Telebraille, and STS) currently provided by Relay Nevada.

See appendix for a complete statistics report.

### Session Minutes

Figure 1 displays the total monthly session minutes processed through Relay Nevada. The total of 239,426 minutes includes all aspects of TRS services except Speech-to-Speech and CapTel, and represents a significant decrease of 27% compared to last year.

**Fig. 1: Session Minutes**

July	25,253	Jan.	20,146
Aug.	24,288	Feb.	15,980
Sept.	18,014	March	19,451
Oct.	19,093	April	20,322
Nov.	21,270	May	16,788
Dec.	19,544	June	19,277

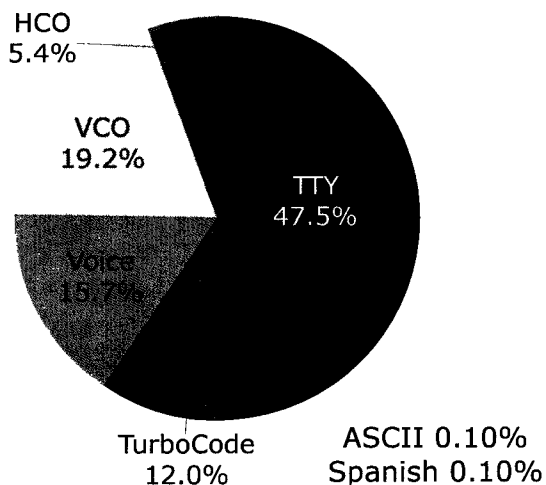
### Relayed Call Volume

Figure 2 depicts the total number of completed calls processed through Relay Nevada. The calls include local, intrastate (both intralata and interlata), interstate, general assistance, toll-free, directory assistance, international, busy ring/no answer, and a few others. Relayed call volume totaled 107,860 calls during this fiscal year and represents a decrease of 22% compared to last year.

**Fig. 2: Relayed Call Volume**

July	10,349	Jan.	9,922
Aug.	10,426	Feb.	7,166
Sept.	8,170	March	8,503
Oct.	10,016	April	7,614
Nov.	9,282	May	7,863
Dec.	10,155	June	8,394

**Fig. 3: Call Origination**



### Call Origination

On average, TTY and Turbo Code consumers originated nearly 60 percent of Relay Nevada calls. Figure 3 shows call type by percentage.

### ***Average Speed of Answer and Service Level***

Figure 4 illustrates that Sprint has once again exceeded the speed of answer requirement throughout the year. Speed of answer identifies the number of seconds required to answer a call. The daily requirement is that 85% of all calls be answered within 10 seconds.

**Fig. 4: ASA and SVL**

Month	ASA	SVL	Month	ASA	SVL
July	1.2	96%	Jan.	1.4	95%
Aug.	1.3	95%	Feb.	2.0	93%
Sept.	1.3	95%	March	1.4	95%
Oct.	1.5	95%	April	1.2	96%
Nov.	1.6	94%	May	1.1	96%
Dec.	1.6	94%	June	1.3	95%

The Average Speed of Answer (ASA) for this fiscal year was **1.42 seconds** and the Service Level (SVL) was **94.9% of calls** were answered within 10 seconds.

### ***FCC Annual Customer Contact Log***

Relay Nevada Customer Service handled customer contacts such as:

- Customer database profiles
- Technical issues
- Operator performance
- Informational materials
- Customer commendations

Each request from a relay user is given full attention and every effort is made to satisfy the customer. Annually, Sprint prepares and submits the Federal Communications Commission (FCC) Annual Customer Contact Log Report to the Office of Disability Services and Communications Access Council administration, which, in turn, submits the report to the FCC.

*See appendix for further information.*

## **CapTel**

The following charts indicate trends in the annual total number of session minutes and calls, call origination and contacts with customers. The numbers reflect the CapTel relay service currently provided by Relay Nevada.

### ***Session Minutes***

A breakdown of monthly minutes is shown in Figure 5. The total for this fiscal year was 413,379 CapTel session minutes, an increase of 15.5% from last year.

**Fig. 5: CapTel Session Minutes**

July	30,940	Jan.	39,076
Aug.	30,953	Feb.	36,229
Sept.	28,070	March	39,621
Oct.	30,741	April	35,525
Nov.	32,772	May	34,988
Dec.	36,655	June	37,810



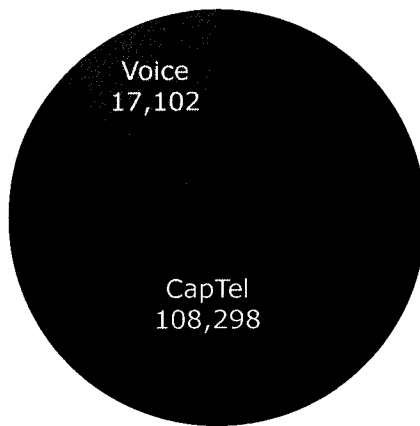
### **Call Volume**

A total of 125,400 CapTel calls were generated this fiscal year. A breakdown of monthly call volume is displayed in Figure 6, which represents an increase of 19.6% from last year.

**Fig. 6: CapTel Call Volume**

July	8,441	Jan.	11,564
Aug.	9,151	Feb.	10,504
Sept.	8,982	March	11,565
Oct.	9,617	April	11,264
Nov.	10,210	May	10,922
Dec.	11,590	June	11,590

**Fig. 7: CapTel  
Call Origination**



### **Call Origination**

Figure 7 indicates that most Relay Nevada CapTel calls were initiated by CapTel users.

### **FCC Annual Customer Contact Log**

Sprint prepares and submits an annual Customer Contact Log Report on both TRS and CapTel to the Office of Disability Services and Communications Access Council, which, in turn, submits the report to the FCC.

# Outreach Education

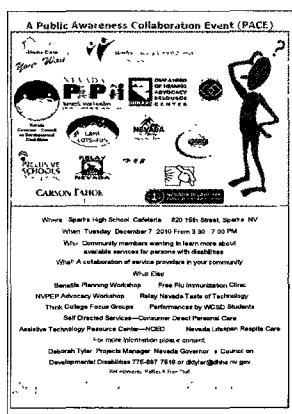
Relay Nevada products and services were promoted via the Relay Nevada's website, brochures, instructional and marketing flyers, and e-mails. A biannual newsletter providing CapTel tips, announcements, and other useful information was also distributed.

## Outreach Activities

Relay Nevada promoted relay service awareness through product and service demonstrations, presentations and materials throughout the state as well as through sponsorship of events. Outreach education was provided by the Office of Disability Services and Communications Access Council staff, a Relay Nevada subcontractor, and the Sprint Relay team.

Activities included exhibitions and/or presentations at:

- DeafNation World Expo in Las Vegas; 22,000 attended.
- Fall Harvest in Elko; 50 attended.
- Taste of Technology in Pahrump, Las Vegas, Sparks, and Elko with 100 in attendance at each.



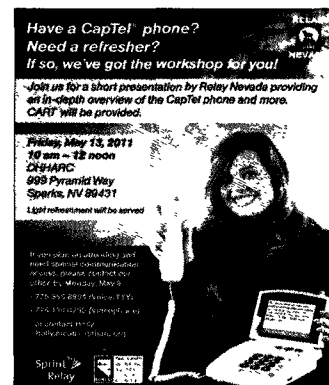
## KPVM-TV Interview

Relay Nevada worked closely with the Nevada Governor's Council on Developmental Disabilities (NGCDD) during four of NGCDD's Public Awareness Collaboration Events (PACE) programs in Elko, Reno, Las Vegas and Sparks. As a result of the Sparks Taste of Technology event, the Relay Nevada Program Manager, CapTel Specialist, and the Relay Nevada subcontractor were interviewed by KPVM-TV. The segment aired that evening and introduced Relay Nevada services, particularly CapTel.

## CapTel Workshops

Four CapTel workshops were provided to help consumers better understand how the CapTel products and services work. The first workshop was held in Sparks and three the following week in Las Vegas.

*See appendix for a complete list of outreach activities.*





## Radio and TV Public Service Announcements

The Relay Nevada CapTel public service announcement, through the non-profit Nevada Broadcasters Association (NBA) organization, was aired for 842 radio and 112 television spots in August and 1,064 radio and 107 television spots in September.

## CapTel Public Service Announcements

Between November 8, 2010 and January 10, 2011, Relay Nevada promoted CapTel by airing a televised public service announcement (PSA) 770 times in the Las Vegas and Reno areas. Jointly funded by Relay Nevada, Sprint and CapTel, the PSA was broadcast during high-visibility programs on major networks:

- Wake Up with the Wagners
- The Today Show
- Rachael Ray Show
- The Price is Right
- Oprah
- The Ellen DeGeneres Show
- Jerry Springer
- Judge Mathis
- King of Queens
- The View
- The Early Show
- Local news channels



## “Don’t Hang Up” Video

In an attempt to educate businesses, organizations and individuals about not hanging up on relay calls, a “Don’t Hang Up” video spot was produced and publicized on the Relay Nevada website.

# Sprint Relay Enhancements

In December 2010, Sprint Relay became the first provider in the nation to offer the Sprint Mobile VRS (SMVRS) application designed specifically for the Samsung 4G Epic™ mobile wireless device.

In March 2011, this application became available for other mobile wireless devices such as the HTC EVO™. It also then became available for the Nexus S™ 4G from Google and the Samsung Galaxy Tab™.

For customers learning how to use different wireless products, including SMVRS, Sprint Relay provided a training video clip on its website at [www.learnwithsprint.com](http://www.learnwithsprint.com).



## Video Relay Services

The Federal Communications Commission (FCC) authorizes video relay services (VRS). Relay providers are reimbursed by the Interstate TRS Fund for intrastate and interstate minutes generated, which is administered by the National Exchange Carriers Association (NECA).

The State of Nevada currently **does not** pay for VRS.





JULY 2010 – JUNE 2011

# Sprint Relay Team

## Sprint Public Sector – Federal and State Government

**William P. White**

Vice President,  
Federal Programs

**Mike Ellis**

National TRS Director

***Marketing and Product Development***

**Damara Paris**

Branch Manager

**David Strom**

Relay Nevada Program Manager and  
CapTel Manager

***Corporate Sales***

**Maggie Schoolar**

Branch Manager

**Dottie Cartrite**

Corporate Sales Manager

***Relay Program Management***

**John Moore**

Branch Manager

**Angie Officer**

Senior RPM

***Wireless Sales***

**Ken Goulston**

Account Executive

***Customer Service***

**Brian Adamson**

Supervisor



# Appendices



# TRS Statistics

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL	AVERAGE	% AVG TOT
Total Conversation Minutes	16,017.96	14,486.48	11,822.41	11,947.12	11,363.33	11,337.92	11,723.60	10,410.87	12,899.67	17,900.45	11,723.10	12,512.43	151,924.30	12,660.36	
Total Session Minutes	29,252.77	24,389.17	18,614.17	11,091.71	21,269.83	14,544.27	27,145.70	15,987.47	19,481.25	26,311.87	16,787.62	15,176.83	239,425.60	19,952.13	
Less Instate Min	(4,412.29)	(1,995.47)	(1,522.41)	(1,411.70)	(2,446.23)	(1,474.55)	(2,141.13)	(1,452.45)	(1,690.36)	(2,015.93)	(2,282.17)	(1,319.20)	(24,962.70)	(2,080.23)	
Less Alternative	(1,681)	(351.00)	(1,469)	(1,200)	(1,890)	(1,754.40)	0.00	(1,777)	(1,442)	(1,158)	0.00	0.00	(173.74)	(14.48)	
Less Toll Free Min (50%)	(1,122.11)	(2,420.14)	(2,426.98)	(2,452.34)	(2,252.38)	(1,628.65)	(1,981.90)	(1,546.51)	(2,417.03)	(2,284.64)	(1,701.55)	(2,417.80)	(26,743.68)	(2,228.64)	
Less Instate Alternative	(1,640)	(1,332)	0.00	(1,191)	0.00	(14.32)	(1,177)	(1,745)	(54.32)	(1,460)	0.00	0.00	(169.87)	(14.16)	
Less Outstate	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
<b>Total Billable Intrastate TRS Session Minutes</b>	15,474.74	11,670.77	14,827.77	15,120.74	16,517.45	15,690.38	16,203.42	17,862.72	18,287.92	15,411.71	11,700.44	14,324.62	187,375.57	15,614.63	
<b>Total Billable Intrastate Speech-to-Speech Session Minutes</b>	0.75	0.00	0.78	1.11	0.00	15.00	8.00	2.72	0.71	0.58	0.00	0.00	57.74	4.81	
<b>Total Minutes of Intrastate TRS Service Billed</b>	10,437.79	19,710.02	14,099.80	15,211.64	16,516.15	15,715.21	16,008.99	12,640.01	15,291.22	15,217.29	12,703.69	14,530.47	187,433.31	15,619.44	
<b>NUMBER OF CALLS TO RELAY NEVADA</b>													<b>TOTAL</b>	<b>AVERAGE</b>	
Missed	1,511	9,457	1,111	9,127	8,484	9,375	8,911	6,759	7,806	6,714	7,060	7,424	97,310	8,109	
Answered	2,663	9,100	6,751	6,127	8,188	9,112	11,551	11,445	89	1,512	6,972	7,217	94,481	7,873	
Abandoned	1,428	302	1,552	2,159	780	1,233	751	184	4,477	182	1,111	213	2,829	236	
In Queue	8,911	9,255	7,464	9,127	8,484	9,395	8,911	6,759	7,806	6,714	7,060	7,424	97,310	8,109	
Total Number of Completed Calls	3,181	2,856	2,266	2,346	2,572	2,382	2,342	1,950	2,341	2,194	2,121	2,432	26,983	2,415	
General Assistance	6,125	6,715	5,351	5,064	6,110	7,119	6,790	4,861	5,767	4,942	5,408	5,407	71,704	5,975	
Busy Ring No answer	359	829	570	725	514	672	825	375	417	480	530	571	7,477	623	
Total Number of Outbound Calls	10,375	10,470	8,191	10,035	9,299	10,172	9,966	7,186	8,525	7,646	7,889	8,410	108,164	9,014	
<b>TOTAL NUMBER OF COMPLETED CALLS BY JURISDICTION</b>													<b>TOTAL</b>	<b>AVERAGE</b>	<b>% AVG TOT</b>
Total	1,349	2,112	1,585	1,652	1,920	1,570	1,594	1,410	1,531	1,477	1,365	1,411	19,706	1,642	68.7%
Intrastate	92	47	67	60	24	51	45	14	55	31	50	24	609	51	2.1%
Interstate	647	1,553	1,641	1,602	1,366	1,342	1,507	1,707	1,400	1,112	1,060	1,241	3,616	301	12.6%
Toll Free	484	478	401	404	310	269	341	371	302	374	306	401	4,593	383	16.0%
Directory Assistance	24	11	4	9	6	13	10	4	19	7	8	19	137	11	0.2%
International	1	3	1	1	0	5	0	6	0	0	0	0	17	1	0.1%
911	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0.0%
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
<b>TOTAL NUMBER OF COMPLETED CALLS</b>	<b>3,155</b>	<b>2,812</b>	<b>2,245</b>	<b>2,327</b>	<b>2,555</b>	<b>2,365</b>	<b>2,298</b>	<b>1,930</b>	<b>2,319</b>	<b>2,162</b>	<b>2,095</b>	<b>2,416</b>	<b>28,679</b>	<b>2,390</b>	
General Assistance	6,125	6,785	5,355	6,064	6,110	7,119	6,790	4,861	5,767	4,942	5,408	5,407	71,704	5,975	
Busy Ring No answer	359	829	570	725	514	672	825	375	417	480	530	571	7,477	623	
<b>TOTAL NUMBER OF RELAYED CALLS</b>	<b>10,349</b>	<b>10,426</b>	<b>8,170</b>	<b>10,016</b>	<b>9,282</b>	<b>10,155</b>	<b>9,922</b>	<b>7,166</b>	<b>8,503</b>	<b>7,614</b>	<b>7,863</b>	<b>8,394</b>	<b>107,860</b>	<b>8,988</b>	
<b>TOTAL NUMBER OF OUTBOUND CALLS BY CALL TYPE</b>													<b>TOTAL</b>	<b>AVERAGE</b>	<b>% AVG TOT</b>
TTY - Baudot	1,824	1,358	1,124	1,725	1,545	1,521	1,647	1,704	1,771	1,425	1,332	1,499	17,335	1,445	47.5%
TTY - TDD Code	510	535	471	791	276	715	394	136	257	217	205	641	4,372	364	12.0%
ASCII	-	-	-	32	-	3	-	-	-	2	-	3	47	4	0.1%
Voice	581	550	487	529	355	557	460	399	493	348	411	393	5,713	476	15.7%
VCO	912	690	667	659	597	464	483	399	548	530	566	517	7,018	585	19.2%

# RELAY NEVADA ANNUAL REPORT

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL	AVERAGE	% AVG TOT
HELLO	113	152	85	122	106	135	181	207	199	122	74	50	1,969	164	5.4%
Left/Divd Recdct (or HSCII)		-	0					-					6	1	0.0%
Spanish	0	-		1	1	3	14	1	5	6		4	40	3	0.1%
<b>TOTAL</b>	<b>4,040</b>	<b>3,685</b>	<b>2,836</b>	<b>3,071</b>	<b>3,186</b>	<b>3,056</b>	<b>3,181</b>	<b>2,326</b>	<b>2,763</b>	<b>2,690</b>	<b>2,651</b>	<b>3,007</b>	<b>36,492</b>	<b>3,041</b>	
Speech to Speech	-					2							2	0	0.0%
<b>GRAND TOTAL</b>	<b>4,040</b>	<b>3,685</b>	<b>2,836</b>	<b>3,071</b>	<b>3,186</b>	<b>3,058</b>	<b>3,181</b>	<b>2,326</b>	<b>2,763</b>	<b>2,690</b>	<b>2,651</b>	<b>3,007</b>	<b>36,494</b>	<b>3,041</b>	<b>100.0%</b>
<b>RELAY NEVADA SERVICE PERFORMANCE</b>															
<b>SPEED OF ANSWER</b>														<b>AVERAGE</b>	
Month, weighted Average based on Answer	1.7	1.2	0	0	1.6	1.0	1.1	1.0	1.4	1.7	1.1	1.3		1.42	
Monthly Weighted Service Level	95%	97%	95%	97%	94%	94%	97%	97%	96%	95%	97%	96%		94.9%	
<b>CUSTOMER CONTACTS</b>															
<b>INQUIRIES</b>															
Communications										1	-	1	3	0	
Connectivity	-	0		1	1	1	2			1			7	1	
Numbers	11	06	42	70	49	94	113	84	50	45	52	49	1,016	85	
<b>CAPTEL</b>															
Communications		1			1		2		1	1			6	1	
Connectivity		-				2		1		1			10	1	
Inquiries	57	5	2	0	18	13	21	10	1	13	14	11	186	16	
<b>TOTAL CONTACTS</b>	<b>68</b>	<b>73</b>	<b>50</b>	<b>43</b>	<b>69</b>	<b>212</b>	<b>331</b>	<b>102</b>	<b>90</b>	<b>64</b>	<b>66</b>	<b>60</b>	<b>1,228</b>	<b>102</b>	

# CapTel Statistics

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	Totals to Date	Average
<b>Total Session Minutes of Service</b>	<b>30,940.35</b>	<b>30,952.76</b>	<b>28,070.28</b>	<b>30,740.54</b>	<b>32,771.76</b>	<b>36,654.59</b>	<b>39,076.35</b>	<b>36,228.50</b>	<b>39,620.61</b>	<b>35,525.05</b>	<b>34,988.18</b>	<b>37,810.33</b>	<b>413,379.30</b>	<b>31,798.41</b>
Session Billable Minutes	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
Average Per Min. Per User	161.09	151.24	133.6	141.00	163.42	169.73	172.94	151.24	151.49	142.30	142.23	150.87		<b>156</b>
CapTel Per Call Length (Tel. Use)	<b>3.39</b>	<b>3.23</b>	<b>3.13</b>	<b>3.20</b>	<b>3.21</b>	<b>3.16</b>	<b>3.38</b>	<b>3.45</b>	<b>3.43</b>	<b>3.15</b>	<b>3.20</b>	<b>3.26</b>		<b>3.27</b>
<b>CapTel Call Type Patterns</b>														
Outbound Calls	2,442	35	7,104	8,304	8,107	13,708	9,113	11,4	9,03	9,771	9,422	1,038	<b>108,298.00</b>	<b>8,330.62</b>
Inbound Calls	1,135	1,471	1,134	1,117	1,411	1,401	1,400	1,111	1,571	1,402	1,758	1,652	<b>17,102.00</b>	<b>1,315.54</b>
<b>Total Call Count</b>	<b>8,441</b>	<b>9,151</b>	<b>8,982</b>	<b>9,617</b>	<b>10,210</b>	<b>11,590</b>	<b>11,564</b>	<b>10,504</b>	<b>11,565</b>	<b>11,264</b>	<b>10,922</b>	<b>11,590</b>	<b>125,400.00</b>	<b>9,646.15</b>
<b>Total Session Minutes of Service by Call Types</b>														
Access Modems	1,141.14	1,175.21	1,165.57	1,045.5	1,121.21	1,140.07	1,141.96	1,171.51	1,141.41	1,141.73	1,141.23	1,141.23	<b>3,965.74</b>	<b>305.06</b>
Long Inbound Minutes	1,116.56	1,407.88	471.49	931.75	1,145.17	1,184.50	1,111.31	1,134.00	1,140.44	1,171.51	1,100.23	945.64	<b>13,067.34</b>	<b>1,005.18</b>
International	1.5	54.54	46.5	10.12	19.00	31.12	84.27	8.17	95.36	85.40	17.61	61.47	<b>517.29</b>	<b>39.79</b>
Interstate Local Inbound Calls	2,151.14	387.72	2,387.71	2,761.18	1,751.72	1,135.17	12,765.1	10,011.14	11,111.12	10,111.11	12,111.11	10,111.11	<b>120,194.23</b>	<b>9,245.71</b>
Interstate Inbound Calls	18,111.11	18,921.19	18,515.74	18,455.10	18,111.11	18,996.12	18,211.11	19,111.11	18,941.11	19,466.11	19,111.11	18,111.11	<b>221,727.70</b>	<b>17,055.98</b>
Toll Free	3,111.11	2,011.11	2,731.11	3,111.11	4,111.11	2,890.11	4,111.11	4,111.11	4,011.11	3,651.11	4,111.11	4,626.11	<b>45,001.45</b>	<b>3,461.65</b>
General Assistance	4,111.11	4,221.11	4,111.11	4,371.11	4,111.11	5,001.11	4,267.11	5,111.11	5,161.11	5,541.11	4,411.11	6,051.11	<b>6,260.66</b>	<b>481.59</b>
Other	1,111.11	1,111.11	1,111.11	1,111.11	1,111.11	1,111.11	1,111.11	1,111.11	1,111.11	1,111.11	1,111.11	1,111.11	<b>2,367.60</b>	<b>182.12</b>
300 Toll-Free	2.10	0.00	0.11	1.11	0.11	0.00	0.11	1.11	0.00	0.00	0.00	0.00	<b>2.31</b>	<b>0.18</b>
<b>Total Session Minutes</b>	<b>30,940.35</b>	<b>30,952.76</b>	<b>28,070.28</b>	<b>30,740.54</b>	<b>32,771.76</b>	<b>36,654.59</b>	<b>39,076.35</b>	<b>36,228.50</b>	<b>39,620.61</b>	<b>35,525.05</b>	<b>34,988.18</b>	<b>37,810.33</b>	<b>413,379.30</b>	<b>31,798.41</b>
<b>Less Interstate Session Minutes</b>														
Less Interstate Session Minutes	(1,250.00)	(1,387.72)	(1,351.71)	(1,766.18)	(1,652.10)	(11,281.11)	(1,161.11)	(10,111.11)	(11,726.32)	(10,411.11)	(10,049.86)	(10,111.11)	<b>-120,194.23</b>	<b>0.00</b>
Less Interstate Session Minutes	(1.50)	(54.54)	(46.50)	(10.12)	(19.00)	(31.12)	(84.27)	(8.17)	(95.36)	(85.40)	(17.61)	(61.47)	<b>-792.27</b>	<b>-60.94</b>
Less Interstate Toll Free (5111)	(1,676.45)	(1,941.17)	(1,418.43)	(1,630.05)	(1,710.45)	(1,904.11)	(1,237.87)	(2,166.21)	(2,066.09)	(1,861.94)	(1,771.63)	(2,364.40)	<b>-22,950.74</b>	<b>-1,765.44</b>
Less Inbound Toll Free (1111)	(145.04)	(163.67)	(51.86)	(91.36)	(177.40)	(130.29)	(111.89)	(142.35)	(128.73)	(95.98)	(143.00)	(104.04)	<b>-1,437.41</b>	<b>-110.57</b>
Less Non Session Minutes (5111)	0.00	0.00	0.00	(2.51)	0.00	1.00	(0.41)	(0.23)	0.00	0.00	0.00	0.00	<b>-1.18</b>	<b>-0.09</b>
Total CapTel Billable Minutes (NECA)	19,059.27	19,865.61	16,155.73	18,234.32	21,741.23	21,123.76	24,526.24	23,811.47	25,670.11	23,063.44	22,108.28	25,225.90	<b>268,003.48</b>	<b>20,615.65</b>
Total CapTel Billable Minutes (NECA)	11,081.08	11,147.15	9,911.45	11,505.2	11,070.52	11,521.11	14,550.01	12,411.03	13,940.50	12,151.61	12,170.90	12,574.43	<b>145,375.83</b>	<b>11,182.76</b>

# Outreach Activities

Date	Event	City	Relay (R), CapTel (C), Both (B) or TEDP (T)
<b>July</b>			
12	Sands Convention Center	Las Vegas	B
16	Aces Baseball	Reno	B
18-23	DeafNation World Expo	Las Vegas	B
30	Camp SignShine 35th Anniversary	Eagle Lake	B
<b>August</b>			
21	End of Summer BBQ	Las Vegas	B
21	Community BBQ	Sparks	B
<b>September</b>			
7	Interpreter for Medical Appointment	Sparks	B
11	End of Summer BBQ	Pahrump	B
13	Fall Harvest	Elko	B
20	DHHARC All Staff Training	Las Vegas	C
23	Credit for Today WS	Las Vegas	B
<b>October</b>			
16	DHHARC Open House	Las Vegas	B
18	5th Annual Accommodations Fair	Reno	B
28	Susan G. Komen for the Cure WS	Las Vegas	B
<b>November</b>			
18	TOT/PACE	Pahrump	B
19	TOT/PACE	Las Vegas	B
19	CAC	Las Vegas	B
<b>December</b>			
7	TOT/PACE	Sparks	B
<b>January-March</b>			
<i>No outreach activities</i>			
<b>April</b>			
28	DHHARC Field Day	Viginia City	B
29	CCSD Field Day	Las Vegas	B
30	DHHARC Spring Fling	Las Vegas	B
<b>May</b>			
12	TOT/PACE	Elko	B
13	CAC	Sparks	B
13	CapTel Workshop	Sparks	B
20-21	CapTel Workshop	Las Vegas	B



Date		Event	City	Relay (R), CapTel (C), Both (B) or TEDP (T)
June				
3		DHHARC Spring Fling	Reno	B
27		CAC	Reno	B

**Appendix J:**  
**Copy of the 2008 TRS Recertification  
Renewal Letter from the FCC**





# PUBLIC NOTICE

Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

News Media Information 202-418-0500  
Internet: <http://www.fcc.gov>  
TTY: 1-888-835-5322

DA 08-1673  
Released: July 16, 2008

## NOTICE OF CERTIFICATION OF STATE TELECOMMUNICATIONS RELAY SERVICE (TRS) PROGRAMS

CG DOCKET NO. 03-123

Notice is hereby given that the applications for certification of Telecommunication Relay Services (TRS) programs of the states<sup>1</sup> listed below have been granted, pursuant to Title IV of the Americans with Disabilities Act (ADA), 47 U.S.C. § 225(f)(2), and section 64.606(b) of the Commission's rules.<sup>2</sup> On the basis of the state applications, the Consumer & Governmental Affairs Bureau (Bureau) has determined that:

- (1) The TRS program of the states meet or exceed all operational, technical, and functional minimum standards contained in section 64.604 of the Commission's rules;<sup>3</sup>
- (2) The TRS programs of the listed states make available adequate procedures and remedies for enforcing the requirements of the state program; and
- (3) The TRS programs of the listed states in no way conflict with federal law.

The Bureau also has determined that, where applicable, the intrastate funding mechanisms of the listed states are labeled in a manner that promotes national understanding of TRS and does not offend the public, consistent with section 64.606(d) of the Commission's rules.<sup>4</sup>

Because the Commission may adopt changes to the rules governing relay programs, including state relay programs, the certification granted herein is conditioned on a demonstration of compliance with any additional new rules that are adopted by the Commission. The Commission will provide guidance to the states on demonstrating compliance with such rule changes.

In response to the *Public Notice* released seeking comment on the applications for certification of state TRS programs,<sup>5</sup> the Commission received 84 comments, all of which address Speech-to-Speech

<sup>1</sup> For purposes of this proceeding, the term "states" refers to states, U.S. territories, and the District of Columbia where applicable.

<sup>2</sup> 47 C.F.R. § 64.606(b).

<sup>3</sup> 47 C.F.R. § 64.604.

<sup>4</sup> 47 C.F.R. § 64.606(d).

<sup>5</sup> *Applications for Certification as Certified State Telecommunications Relay Service (TRS) Programs Filed; Pleading Cycle Established for Comment on Applications*, CG Docket No. 03-123, Public Notice, DA 08-60 (Jan. 10, 2008).

(STS) outreach.<sup>6</sup> As part of their applications for certification, states were required to submit specific examples of all outreach activities, including those targeted to users and receivers of STS services. We reviewed each of the outreach plans submitted by the states in conjunction with each of the applications listed below and found them to be in compliance with the Commission's requirements. The Bureau reminds states receiving certification herein of their continued obligation to engage in outreach activities, or to ensure that their contracted TRS providers conduct outreach in accordance with 47 C.F.R. § 64.604(c)(3).<sup>7</sup>

This certification, as conditioned herein, shall remain in effect for a five year period, beginning July 26, 2008, and ending July 25, 2013, pursuant to 47 C.F.R. § 64.606(c). One year prior to the expiration of this certification, July 25, 2012, the states may apply for renewal of their TRS program certification by filing documentation in accordance with the Commission's rules, pursuant to 47 C.F.R. §§ 64.606(a) and (b).

### **STATES APPROVED FOR CERTIFICATION**

**File No: TRS-46-07**

Alabama Public Service Commission  
State of Alabama

**File No: TRS-19-07**

Department of Commerce  
State of Alaska

**File No: TRS-47-07**

Arkansas Deaf and Hearing Impaired  
State of Arkansas

**File No: TRS-02-07**

Commission for the Deaf and Hard of Hearing  
State of Arizona

**File No: TRS-32-07**

California Public Utilities Commission  
State of California

**File No: TRS-23-07**

Colorado Public Utilities Commission  
State of Colorado

**File No: TRS-48-07**

Connecticut Department of Public Utility  
State of Connecticut

**File No: TRS-35-07**

Delaware Public Service Commission  
State of Delaware

---

<sup>6</sup> Each comment was directed to a specific state program, and requested that the Commission review the STS outreach activities of the specified state prior to granting certification. The Commission received the following number of comments regarding the following states: California- 36, Colorado- 2, Georgia- 1, Hawaii- 4, Illinois- 5, Kansas- 2, Massachusetts- 1, Minnesota- 1, Montana- 5, Nebraska- 1, New Jersey- 1, New Mexico- 1, New York- 3, Ohio- 2, Oregon- 2, Pennsylvania- 1, South Carolina- 2, South Dakota- 1, Vermont- 1, Virginia- 3, Washington- 1, Wisconsin- 8.

<sup>7</sup> See 47 C.F.R. § 64.604(c)(3) Public Access to Information. This rule states, "[c]arriers, through publication in their directories, periodic billing inserts, placement of TRS instructions in telephone directories, through directory assistance services, and incorporation of TTY numbers in telephone directories, shall assure that callers in their service areas are aware of the availability and use of all forms of TRS. Efforts to educate the public about TRS should extend to all segments of the public, including individuals who are hard of hearing, speech disabled, and senior citizens as well as members of the general population. In addition, each common carrier providing telephone voice transmission services shall conduct, not later than October 1, 2001, ongoing education and outreach programs that publicize the availability of 711 access to TRS in a manner reasonably designed to reach the largest number of consumers possible."

**File No: TRS-49-07**  
Public Service Commission  
District of Columbia

**File No: TRS-51-07**  
Georgia Public Service Commission  
State of Georgia

**File No: TRS-43-07**  
Idaho Public Service Commission  
State of Idaho

**File No: TRS-08-07**  
Indiana Telephone Relay Access Corporation  
State of Indiana

**File No: TRS-07-07**  
Kansas Relay Services, Inc.  
State of Kansas

**File No: TRS-13-07**  
Louisiana Relay Administration Board  
State of Louisiana

**File No: TRS-33-07**  
Telecommunications Access of Maryland  
State of Maryland

**File No: TRS-54-07**  
Michigan Public Service Commission  
State of Michigan

**File No: TRS-55-07**  
Mississippi Public Service Commission  
State of Mississippi

**File No: TRS-56-07**  
Telecommunications Access Program  
State of Montana

**File No: TRS-25-07**  
Relay Nevada  
State of Nevada

**File No: TRS-45-07**  
New Jersey Board of Utilities  
State of New Jersey

**File No: TRS-16-07**  
New York State Department of Public Service  
State of New York

**File No: TRS-50-07**  
Florida Public Service Commission  
State of Florida

**File No: TRS-22-07**  
Hawaii Public Utilities Commission  
State of Hawaii

**File No: TRS-10-07**  
Illinois Commerce Commission  
State of Illinois

**File No: TRS-03-07**  
Iowa Utilities Board  
State of Iowa

**File No: TRS-52-07**  
Kentucky Public Service Commission  
Commonwealth of Kentucky

**File No: TRS-53-07**  
Maine Public Utilities Commission  
State of Maine

**File No: TRS-34-07**  
Department of Telecommunications and Energy  
Commonwealth of Massachusetts

**File No: TRS-39-07**  
Minnesota Department of Commerce  
State of Minnesota

**File No: TRS-15-07**  
Missouri Public Service Commission  
State of Missouri

**File No: TRS-40-07**  
Nebraska Public Service Commission  
State of Nebraska

**File No: TRS-42-07**  
New Hampshire Public Service Commission  
State of New Hampshire

**File No: TRS-14-07**  
Commission for the Deaf and Hard of Hearing  
State of New Mexico

**File No: TRS-30-07**  
Department of Health and Human Service  
State of North Carolina

**File No: TRS-12-07**  
Information Technology Department  
State of North Dakota

**File No: TRS-57-07**  
Oklahoma Telephone Association  
State of Oklahoma

**File No: TRS-58-07**  
Pennsylvania Bureau of Consumer Services  
Commonwealth of Pennsylvania

**File No: TRS-59-07**  
Division of Public Utilities and Carriers  
State of Rhode Island

**File No: TRS-60-07**  
Department of Human Services  
State of South Dakota

**File No: TRS-17-07**  
Texas Public Utility Commission  
State of Texas

**File No: TRS-09-07**  
Utah Public Service Commission  
State of Utah

**File No: TRS-04-07**  
Department of the Deaf and Hard of Hearing  
Commonwealth of Virginia

**File No: TRS-06-07**  
Public Service Commission of West Virginia  
State of West Virginia

**File No: TRS-18-07**  
Division of Vocational Rehabilitation  
State of Wyoming

**File No: TRS-37-07**  
Public Utilities Commission of Ohio  
State of Ohio

**File No: TRS-36-07**  
Oregon Public Utilities Commission  
State of Oregon

**File No: TRS-28-07**  
Telecommunications Regulatory Board  
Puerto Rico

**File No: TRS-11-07**  
South Carolina Office of Regulatory Staff  
State of South Carolina

**File No: TRS-20-07**  
Tennessee Regulatory Authority Services  
State of Tennessee

**File No: TRS-61-07**  
Virgin Islands Public Services Commission  
U.S. Virgin Islands

**File No: TRS-44-07**  
Vermont Department of Public Service  
State of Vermont

**File No: TRS-27-07**  
Office of the Deaf and Hard of Hearing  
State of Washington

**File No: TRS-01-07**  
Wisconsin Department of Administration  
State of Wisconsin

The full text of this document and filings will be available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12<sup>th</sup> Street, S.W., Room CY-A257, Washington, D.C. 20554. These documents and copies of subsequently filed documents in this matter may also be purchased from the Commission's duplicating contractor at, Portals II, 445 12<sup>th</sup> Street, S.W., Room CY-B402, Washington, D.C. 20554. Customers may contact the duplicating contractor at their website: [www.bcpweb.com](http://www.bcpweb.com) or call 1-800-378-3160. Filings may also be viewed on the Consumer & Governmental Affairs Bureau's, Disability Rights Office homepage at [http://www.fcc.gov/cgb/dro/trs\\_by\\_state.html](http://www.fcc.gov/cgb/dro/trs_by_state.html).

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an e-mail to [fcc504@fcc.gov](mailto:fcc504@fcc.gov) or call the Consumer & Governmental Affairs Bureau at 202-418-0530 (voice), 202-418-0432 (TTY). This *Public Notice* can also be downloaded in Word and Portable Document Format (PDF) at <http://www.fcc.gov/cgb/dro>.

For further information regarding this *Public Notice*, contact Diane Mason, Consumer and Governmental Affairs Bureau, Disabilities Rights Office (202) 418-7126 (voice), (202) 418-7828 (TTY), or e-mail [Diane.Mason@fcc.gov](mailto:Diane.Mason@fcc.gov).

- FCC -

# **Appendix K:**

## **Copy of the TRS RFP**



Received & Inspected  
SEP 25 2012  
FCC Mail Room

Jim Gibbons  
Governor  
  
Greg Smith  
Administrator

SUBJECT: No. 1 to Request for Proposal No. 1693

DATE OF AMENDMENT: December 5, 2008

DATE OF RFP RELEASE: August 20, 2008

DATE AND TIME OF OPENING: January 12, 2009 at 2:00 P.M.

AGENCY CONTACT: Gail Burchett, Purchasing Officer

---

The following shall be a part of RFP No. 1693 for ***CAPTEL and Telecommunications Relay Services***. If a vendor has already returned a proposal and any of the information provided below changes that proposal, please submit the changes along with this amendment. You need not re-submit an entire proposal prior to the opening date and time.

---

1. Will the State provide a breakdown of monthly call volumes and minutes, separated by TRS service and CapTel service, for years 2006, 2007, and 2008? (Note: information provided in the body of the RFP is conflicting (pg. 3 vs. pg. 64)).
2. Will the State provide a breakdown of Intrastate and Interstate calls and minutes, or the % Intrastate and % Interstate per month for 2006, 2007 and 2008?
3. Will the State provide the annual rate of decline/growth in TRS service and CapTel service volumes for 2007 and 2008?
4. Will the State provide examples of Outreach materials currently used successfully for Nevada TRS?
5. What is the current contracted price per minute for the State's TRS service?
6. What is the current contracted price per minute for the State's CapTel service?

7. Are there any costs to the bidder for CapTel equipment distribution within the State? If so, please delineate these costs.
8. In the Overview (page 3) of the RFP document, the State appears to be requesting a single vendor, with the ability to offer both CapTel and TRS service. Is the State willing to consider separate bids for each service to allow for a more competitive bidding process?
9. Section 3.2.8 lists many non-standard reporting requirements such as requesting specific call types “and their percentage of total monthly calls.” Reporting requirements can be expensive, driving the price up and not allowing the cost efficiencies gained by standardized reporting. Will the State allow providers to still be compliant by detailing what is offered for each call type, and/or suggest alternative solutions that are equally cost-effective?
10. What are the current per-minute rates for TRS and CapTel?
11. RFP page 3 indicates that exceptions should be clearly stated in Attachment A Certification of Indemnification and Compliance with Terms and Conditions of RFP). However, Attachment B (Certification of Compliance with Terms and Conditions of RFP) contains an Exception Summary Form. Will the State please clarify which document exceptions should be listed in?

***Attachment A is the confidentiality of proposals and certification of indemnification form and Attachment B is the certification of compliance with terms and conditions of RFP form. Vendors are expected to list any exceptions in Attachment B.***

12. RFP page 3, Section 1. In addition to the traffic data provided in this section, will the State please provide traffic data by month, including the following:
  - The number of billable minutes for Intrastate TRS calls separated from the
  - number of billable minutes for Intrastate CapTel calls
  - The number of billable minutes for Interstate calls for both TRS and CapTel
13. RFP page 12, Section 3.2.5 indicates that failure to meet answer time requirements may result in the assessment of liquidated damages. Will the State provide the cost of this liquidated damage?

***Any liquidated damages costs will be negotiated with the awarded vendor.***



14. RFP page 13, Section 3.2.8.j. In regards to CapTel, average speed of answer is not available on a state by state basis because it is calculated based on a national queue. Will the State consider removing this requirement for CapTel?
15. RFP page 16, Section 3.3. Will the State please clearly identify the sections in 3.3 that are applicable to CapTel? Vendor seeks clarification because the FCC has waived certain items for CapTel.
16. Based on Vendor's understanding of the current FCC rules for CapTel, the following RFP sections do not apply:  
Section 3.1.1  
Section 3.2.12  
Section 3.2.14  
Section 3.2.16  
Section 3.2.17  
Section 3.3, the 3rd bullet  
Section 3.3, the 5th bullet  
Section 3.3.3  
Would the State please clarify that these sections do not apply to CapTel?
17. RFP page 18, Section 3.3.10 a. The FCC rules at Section 64.604 Mandatory Minimum Standards, (a) Operational standards, (2) Confidentiality and conversation content (ii) state the following: CAs are prohibited from intentionally altering a relayed conversation and, to the extent that it is not inconsistent with federal, state or local law regarding use of telephone company facilities for illegal purposes, must relay all conversation verbatim unless the relay user specifically requests summarization, or if the user requests interpretation of an ASL call. Will the State please clarify how this requirement fits with the requirements at 3.3.10 a and RFP page 4, Section 2, the definition of ASL Translation by Default, which states that all calls recognized as ASL calls by an operator trained to recognize ASL calls will be translated/interpreted? In addition, in RFP page 17, Section 3.3.3.c, will the requirement of ASL translation to English and English to ASL be applicable for all relay services?
18. RFP page 21, Section 3.6.3 indicates the awarded vendor should budget at least \$60,000 annually for outreach. Will the State please clarify if this \$60,000 is a separate recoverable cost or if it is to be included in the bidder's per-minute rate?
19. RFP page 28, Section 7.8.2.i lists "System Enhancements" as a primary RFP section that should have a divider tab in the bidder's proposal. Will the State please indicate where RFP requirements for the System Enhancement section are

located?

20. RFP page 48, Section 21 seems restrictive. Would the State consider modifying this paragraph to say:

a) "TECHNOLOGY OWNERSHIP/PATENTS:

The Contractor and/or its subcontractor(s) own certain Relay Technology, consisting of hardware, software code (whether embodied in source, object or machine code), protocols, training materials and methods, scoring methods, accuracy measurement software, operation methods, operator screen layouts, operator procedures, interfaces to other systems and generally all technologies and methods used in the provisioning of the relay services to be provided to the State of Nevada and including certain Patents, Patents Pending, Copyrights and Trade Secrets, all of which shall continue to be "Intellectual Property" owned by the Contractor and/or its subcontractor(s). Any revisions, enhancements or modifications to such Intellectual Property shall remain the property of the Contractor and/or its subcontractor(s).

- b) WRITTEN MATERIALS/OWNERSHIP: the State of Nevada shall have the nonexclusive, royalty free right to reproduce, publish or otherwise use materials specifically prepared for the State of Nevada during the term of this contract. All outreach, public relations, advertising, marketing, brochures, mailings, recordings, drawings, graphic representations, pictures and other copyrightable material developed by the Contractor previous to this date shall remain the property of the Contractor including, but not limited to any registered or pending trademarks/service marks.

Any future enhancements, variations, modifications, updates or derivatives of the existing materials in print or other media shall remain the property of the Contractor. Any such materials developed in the future by the Contractor which are developed for purposes of the Contractor's relay service generally and not designed or created specifically for and paid for by the State of Nevada shall remain the property of the Contractor.

- c) Notwithstanding the other terms and conditions of this Agreement, any data or other information gathered or used in reports which is Nevada specific information shall be and remain the property of the State of Nevada."

***The State will consider negotiating these terms with the awarded vendor.***

21. Is there an equipment distribution program for CapTel Service in the state of Nevada? Is there currently a monthly cap on the number of CapTel users that can be added per month? If so, will the State lift the cap to allow unlimited number of users per month? In addition, how many CapTel phones been distributed in the state of Nevada?